

POS MALAYSIA SHIPPING SERVICE (PMSS)

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UNIVERSITY TEKNIKAL MALAYSIA MELAKA

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POS MALAYSIA SHIPPING SERVICE (PMSS)

TAN JIAWEI

This report is submitted in partial fulfilment of the requirements for the
Bachelor of Computer Science (Software Development)

UNIVERSITY TEKNIKAL MALAYSIA MELAKA

DECLARATION

I hereby declare that this project report entitled

POS MALAYSIA SHIPPING SERVICE

is written by me and is my own effort and that no part has been plagiarized
without citations.

STUDENT: _____ Date: _____
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SUPERVISOR: _____ Date: _____
(Dr. Azah Kamilah bt Draman @Muda)

DEDICATION

This finest work is dedicated to my supervisor Dr.Azah, who guided me throughout the process of the work and offered advices, and to my parents, who give me enlighten my mind whenever I think that I have unrefined ideas.

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I really feel grateful because of my family who have been giving my supports when the time is rough and giving advices like be optimism and enjoy the moment throughout the project.

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ABSTRACT

Nowadays, there are still people writing letters and send usable items using the services provided POS Malaysia. But the problems I found at POS Malaysia Berhad are the hotline call service only operates during office hours. The current system is having encountered a little problem for senior citizens, homemakers and the physically challenged. Other than that, post office lack of efficiency using manual forms. It is time consuming for the users who queue up in office to wait for their turns. The objectives of this PMSS project are to enhance convenience for user to send parcels by requesting shipping service. Besides, this project able to enhance the efficiency for customers make shipping request at their place. PMSS is able to reduce the cost on manual forms since everything was organized using mobile application. Lastly, an organized webpage will be implements for the post office. I'm using Agile Methodology for my PMSS project since it's the quickest way to obtain stakeholder feedback and do the modification of my projects. By using this method, I was able to know post office policy and their work procedure and business process. The expected output for this project is client able to request shipping service by using mobile applications. Clients will only have to fill in their receiver details and wait for the postman to collect their parcels. A tracking system will allow the clients to keep track of their parcel status. Payment can be made using mobile application. Staff able to view the requested shipment list that made by user.

ABSTRAK

Pada masa kini, masih terdapat orang menulis surat dan menghantar barang-barang yang boleh digunakan dengan menggunakan perkhidmatan yang disediakan POS Malaysia. Tetapi masalah saya dapati di POS Malaysia Berhad adalah perkhidmatan panggilan hotline hanya beroperasi pada waktu pejabat. Sistem semasa telah mengalami sedikit masalah untuk warga emas, suri rumah dan yang mencabar fizikal. Selain itu, kekurangan pejabat pos kecekapan menggunakan borang manual. Ia memakan untuk pengguna yang beratur di pejabat menunggu giliran mereka masa. Objektif projek PMSS ini adalah untuk meningkatkan kemudahan bagi pengguna untuk menghantar bungkusan dengan meminta perkhidmatan perkapalan. Selain itu, projek ini dapat meningkatkan kecekapan untuk pelanggan membuat permintaan perkapalan di tempat mereka. PMSS mampu mengurangkan kos pada bentuk manual kerana semuanya telah dianjurkan menggunakan aplikasi mudah alih. Akhir sekali, laman web yang teratur akan menjadi alat untuk pejabat pos. Saya menggunakan kaedah yang tangkas bagi projek PMSS saya kerana ia adalah cara terpantas untuk mendapatkan maklum balas pihak berkepentingan dan melakukan pengubahsuaian projek-projek saya. Dengan menggunakan kaedah ini, saya telah dapat tahu dasar pejabat pos dan proses perniagaan dan prosedur kerja mereka. Output yang diharapkan untuk projek ini adalah pelanggan boleh meminta perkhidmatan penghantaran dengan menggunakan aplikasi mudah alih. Pelanggan hanya perlu mengisi butir-butir penerima mereka dan menunggu posmen untuk mengumpul petak mereka. Sistem pengesanan akan membolehkan pelanggan untuk mengesan status bungkusan mereka. Bayaran boleh dibuat menggunakan aplikasi mudah alih. Kakitangan dapat melihat senarai penghantaran yang diminta yang dibuat oleh pengguna.

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LIST OF ABBREVIATION

ADL	-	Architecture description languages
ADT	-	Android Developer Tools
API	-	Application Programming Interface
APK	-	Android Application Package
BTREE	-	Binary Tree
DBMS	-	Database Management System
GUI	-	Graphical User Interface
IDE	-	Integrated Development Environment
NIC	-	Network Interface Card
OS	-	Operating System
PMSS	-	POS Malaysia Shipping Service
PSM	-	Projek Sarjana Muda
RAM	-	Random Access Memory
SCM	-	Software Configuration Management
UAT	-	User Acceptance Testing
varchar	-	Variable Character Field

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CHAPTER I

INTRODUCTION

1.1 Project Background

Nowadays, a lot of people send their messages or attachments through electronic mail instead of writing letters because they need to send the letters to the post office and it takes time for the receiver to receive it. But if they want to send their usable items to their friends and relatives, they still need to send it to the post office to process it because currently, we cannot send items using electronic mail. That is why POS Malaysia still has the letter and parcel shipping service protocol throughout the world. We embark into the 21st century, the postal service in Malaysia, widely known as POS Malaysia Berhad.

POS Malaysia seeks an integrated solution towards more efficient ways to get things done in a timely manner. POS Malaysia has the system that is able to help staffs with their work and help customer to process their letter or parcel shipment. The staffs work every day to make sure the letters or parcels are being delivered successfully. Customers may need to deliver their parcels to someone else but they may be unable to go to the post office to send their parcels. A call to the post office is easier for them since the POS Malaysia will send representatives to collect their

shipment items. The main problem of this issue is the operating hours is not 24 hours therefore making it quite troublesome for businessman as they need to request the POS Malaysia to help them take the items from their places. To ease up the workload of the staff and fulfill the satisfaction of customer, we introduce you a mobile application named “POS Malaysia Shipping Service (PMSS)”.

PMSS understands the problems caused by the customer service operation hours and believes it can provide POS Malaysia with the most suitable cost-effective solution. Our mobile application provides efficient and upgradable platforms which are easy to utilize, manage, and modify. Once the solution is implemented, our clients have access to 24-hours support throughout the life of the service. A team of experts is always on hand to assist our clients and we pride ourselves on the exception customer support that we offer. Other than that, PMSS will send notifications to the sender about their shipments are being sent and the shipment is delivered to receiver. PMSS able to let users to know their history of shipments they have made.

PMSS is confident that it can support POS Malaysia in order to meet its long-term goals.

1.2 Problem Statement

- The hotline service only operates during office hours which are inconvenient for those who do online shopping business.
- It is difficult for customer to know their parcel status without being informed by post office staff.
- Lack of efficiency using manual forms.
- Time consuming for the users who queue up in office to wait for their turns.

1.3 Objective

The PMSS mobile application directly supports several goals and objectives. The following table lists the business goals and objectives that the PMSS mobile application supports and how it supports them:

Table 1.1: The objectives of the project

Business Goal/Objective	Description
24 hour operation	Shipment Requests can be made by customers any time of the day
Track items	Customer will be able to track their items using the mobile app
Timely and accurate reporting	Online mobile based tool will allow real-time and accurate reporting of all requests made by customers.
Improve staff efficiency	More staff required for managing these activities will improve efficiency

1.4 Project Scope

The scope of PMSS mobile application project includes the planning, design, development, and testing. This mobile application will meet or exceed the standards and additional requirements established in the project charter. The scope of this project also includes completion of all documentation, manuals, and training aids to be used in conjunction with the software. Project completion will occur when the mobile application and documentation package has been successfully executed and transitioned to POS Malaysia before releasing the application.

All PMSS mobile application project work will be performed internally and no portion of this project will be outsourced. The scope of this project does not include any changes in requirements to standard operating systems to run the application, update the application or revise the application.

Users:

Online Shipping Service targets to business users and the public.

Modules:

Module I: User and Staff Account Info Module

This module will allow users and staff to check and update their information in their account.

Module II: Request Shipping Service Module

This module accept user request that user wish to do their shipping with simple information date, owner address and destination address.

Module III: Track Parcel Module

This module will allow both users and staff to track the parcels status by using the Parcel ID. User able to know the location of parcel whether it is in which Pos Laju station with the map guidance.

Module IV: Payment Module

This module will inform that the user have to pay the shipment fees before the office staff begin shipment delivery. Users can also pay the shipment fees through online.

Module V: Fulfil Request Module

This module will allow staff to check the existence of the parcel using the Parcel Id before filling in details of the parcel sent to calculate total payment to be made.

1.5 Project Significance

Due to the increase number of transport in our life will cause the incident of traffic jam. The POS Malaysia will come to your house to retrieve the items for shipping service which will not need user to bring their shipment items to the post office. The sender get to inform by the mobile phone application once the shipment is arrived and received by receiver.

1.6 Expected Output

The expected output for my project is client able to request shipping service by using PMSS mobile applications. Clients will only have to fill in their receiver details and wait for the postman to collect their parcels. A tracking system will allow the clients to keep track of their parcel status. Payment can also be made using mobile application. Staff is able to view the requested shipment list that made by user and fill in the remaining parcel information while at user current place before send to post office for packaging.

1.7 Conclusion

This mobile application would be very helpful to the users that will help them reduce outing time of just only to bring their shipment items to post office. User does not need to wait the post office staff to inform them about the arrival shipment. The application process can be done with just a few taps/clicks on mobile phone. It is a lot easier and efficient that this message will be informed by mobile apps.